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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/684,859	10/05/2000	Masahiro Sone	33108/JEC/F179	2823

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EXAMINER

HECK, MICHAEL C

ART UNIT	PAPER NUMBER
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3623

DATE MAILED: 06/07/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

# Office Action Summary

Application No.

09/684,859

Applicant(s)

SONE, MASAHIRO

Examiner

Michael Heck

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

## Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

## Status

- 1) ☒ Responsive to communication(s) filed on 15 March 2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

## Disposition of Claims

- 4) ☒ Claim(s) 1-36 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-36 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

## Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 05 October 2000 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

## Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

## Attachment(s)

- ☒ Notice of References Cited (PTO-892)
- ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date \_\_\_\_\_
- ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_
- ☐ Notice of Informal Patent Application (PTO-152)
- ☐ Other: \_\_\_\_\_

### **DETAILED ACTION**

1. The declaration filed on 15 March 2004 under 37 CFR 1.131 is sufficient to overcome the Kennedy (Kennedy, Roadnet Technologies Announces Release of MOBILECAST™ Wireless Dispatch and Delivery Solution; Product Enables Breakthrough Customer Service, Pr Newswire, New York, 29 October 1999 [PROQUEST]) and Truck Fleet Management (Truck Fleet Management, Technology Browser, Truck Fleet Management, Norwalk, Vol. 78, Issue 5, May 2000, p.56-57 [PROQUEST]) references.
2. The following is a Second Office Action in response to the application filed 05 October 2000. Claims 1-36 are pending in this application and have been examined on the merits as discussed below.

### ***Response to Amendment***

3. The objection to the drawings in the First Office Action is withdrawn in response to the applicant's amendment to the specification.
4. The objection to the abstract of the specification in the First Office Action is withdrawn in response to the applicant's amendment to the abstract.

### ***Claim Rejections - 35 USC § 103***

5. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

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6. **Claims 1-23, 24-31 and 33-36** are rejected under 35 U.S.C. 103(a) as being unpatentable over Business Wire (Business Wire, ShopLink Selects Descartes' e-Business Home Delivery Solution to Optimize Service and Delivery for the Online Grocery and Household Service, Descartes Press Release, Business Wire, 6 August 1999 [GOOGLE]) in view of CCN Matthews (CCN Matthews, The Descartes Systems Group Unveils Revolutionary Web-Based Delivery Management System to Monitor the Flow of Products Throughout the Entire High-Tech Supply Chain, Canadian Corporate News, 13 October 1998 [GOOGLE]). Business Wire discloses a system and method for continuous delivery schedule including automated customer notification comprising:

- Claim 28] creating a delivery schedule for a plurality of deliveries (Para 8, Business Wire teaches Descartes' home delivery solutions are a set of sophisticated software components optimized to address the complexities of a consumer-direct business. The solutions include Self-Service Available to Promise-Delivery or ATP-D. Self-Service ATP-D is an optimized scheduler that can be integrated in the online order process. Customers can interactively schedule their own deliveries according to their personal preferences while Self-Service ATP-D simultaneously optimizing delivery resources.);
- updating the delivery schedule for real-time maintenance of the delivery schedule (Para 8, Business Wire teaches Customers can interactively schedule their own deliveries according to their personal preferences while Self-Service ATP-D simultaneously optimizing delivery resources);

Business Wire fails to teach transmitting a selected portion of the delivery schedule to a remote customer, the selected portion of the delivery schedule notifying the customer of a scheduled delivery; receiving a delivery change request from the customer; and modifying the delivery schedule based on the delivery change request. CCN Matthews teaches that Energy DeleveryNet.com™ enables trading partners to share real-time logistics information of products inbound and outbound from the time they leave until the time they arrive at the ultimate

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destination. Through the Web interface, users have access to the current status of shipments, and will receive instant notification about any exceptions to their orders and delivery schedules. The system will generate proactive alert messages and notify individual end users for follow-up action. Each end user can customize how they would like to be notified about their searches, alerts and queries for orders and inventory. Energy's event notification framework will leverage the Energy DeliveryNet.com™ architecture, supplying dynamic real-time supply chain "messages" to any application connected to this architecture. Any of Descartes' leading supply chain execution components such as routing, direct store delivery and mobile applications can take advantage of these "messages" to re-plan, re-prioritize and re-sequence in real-time (Para 10 and 11). It would have been obvious to one of ordinary skill in the art at the time of the applicant's invention to include the delivery schedule transmission to the customer, customer delivery change requests, and delivery change request modification to the delivery schedule teachings of CCN Matthews with the teachings of Business Wire because Business Wire teaches that it is old and well known in the e-business art to balance customer's increasing service level demands with the need for operational delivery efficiencies (Para 7). Customer focused solutions translate to additional business for companies. Giving the customer control of how companies do business with them translates into companies uniquely identifying specific customer's "care-about's" and being able to respond to those needs in a compliant manner. Customers prefer to do business with companies that meet their personal desires since they have developed a working relationship with a company by communication their needs, the companies met their needs, and they don't have to re-establish their needs with a new company every time they want to do business. Therefore, customers would continue to do business with compliant

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companies because they feel comfortable in the fact the company will continue to meet their unique requirements.

- **[Claim 29]** the creating the delivery schedule information comprises creating the delivery schedule information based on a shortest-path algorithm (Business Wire: Para 7 and 8, Business Wire teaches balancing customers' increasing service level demands with the need for operational delivery efficiencies requires an optimized service and delivery solution. Self-Service ATP-D is an optimized scheduler that can be integrated into the online order process. The examiner interprets that the reference suggests a shortest-path algorithm is employed to execute an optimized service and delivery solution to attain operational delivery efficiencies.).
- **[Claim 30]** the delivery change request includes a request to change the estimated delivery time (CCN Matthews: Para 11, CCN Matthews teaches any of Descartes' leading supply chain execution components such as routing, direct store delivery and mobile applications can take advantage of "messages" to re-plan, re-prioritize and re-sequence in real-time. The examiner interprets the reference suggest delivery time and location are re-planned.).
- **[Claim 31]** the delivery change request includes a request to change the delivery location (CCN Matthews: Para 11, CCN Matthews teaches any of Descartes' leading supply chain execution components such as routing, direct store delivery and mobile applications can take advantage of "messages" to re-plan, re-prioritize and re-sequence in real-time. The examiner interprets the reference suggest delivery time and location are re-planned.).
- **[Claim 33]** transmitting the delivery schedule information to a delivery employee (Business Wire: Para 8, Business Wire teaches Customers can interactively schedule their own deliveries according to their personal preferences while Self-Service ATP-D simultaneously optimizing delivery resources. Also, wireless and mobile computing applications provide real-time communication capabilities between dispatcher and driver while giving the driver the ability to perform a variety of tasks on a handheld computer at the customer site.)
- **[Claim 34]** receiving a delivery completion message of a particular delivery from the delivery employee, the delivery completion message including an actual delivery time (CCN Matthews: Para 11 and 12, CCN Matthews teaches that through the Web interface, users have access to the current status of shipments, and will receive instant notification about any exceptions to their orders and delivery schedules. The system will generate proactive alert messages and notify individual end users for follow-up action. Each end user can customize how they would like to be notified about their searches, alerts and queries for orders and inventory. Energy's event notification framework will leverage the Energy DeliveryNet.com™ architecture, supplying

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dynamic real-time supply chain “messages” to any application connected to this architecture. Any of Descartes’ leading supply chain execution components such as routing, direct store delivery and mobile applications can take advantage of these “messages” to re-plan, re-prioritize and re-sequence in real-time. Business Wire: Para 8, Business Wire teaches wireless and mobile computing applications provide real-time communication capabilities between dispatcher and driver while giving the driver the ability to perform a variety of tasks on a handheld computer at the customer site.)

- **[Claim 35]** modifying the delivery schedule information based on the actual delivery time (CCN Matthews: Para 11, CCN Matthews teaches that through the Web interface, users have access to the current status of shipments, and will receive instant notification about any exceptions to their orders and delivery schedules. The system will generate proactive alert messages and notify individual end users for follow-up action. Each end user can customize how they would like to be notified about their searches, alerts and queries for orders and inventory. Energy’s event notification framework will leverage the Energy DeliveryNet.com™ architecture, supplying dynamic real-time supply chain “messages” to any application connected to this architecture. Any of Descartes’ leading supply chain execution components such as routing, direct store delivery and mobile applications can take advantage of these “messages” to re-plan, re-prioritize and re-sequence in real-time.)
- **[Claim 36]** determining when the selected portion of the delivery schedule information is to be transmitted to the remote customer (CCN Matthews: Para 11, CCN Matthews teaches that through the Web interface, users have access to the current status of shipments, and will receive instant notification about any exceptions to their orders and delivery schedules. The system will generate proactive alert messages and notify individual end users for follow-up action. Each end user can customize how they would like to be notified about their searches, alerts and queries for orders and inventory.)
- **[Claim 5]** the user computer is a wired computer (CCN Matthews: Para 3, CCN Matthews teaches a web-based delivery management system. Energy DeleveryNet.com™ enables trading partners to share real-time logistics information of products inbound and outbound from the time they leave until the time they arrive at the ultimate destination. Through the Web interface, users have access to the current status of shipments, and will receive instant notification about any exceptions to their orders and delivery schedules. Inherently, a wired computer is used.)
- **[Claim 6]** the user computer is a wireless computer (CCN Matthews: Para 3, CCN Matthews teaches a web-based delivery management system. Energy DeleveryNet.com™ enables trading partners to share real-time logistics information of products inbound and outbound from the time they leave until the time they arrive at the ultimate destination. Through the Web interface, users have access to the

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current status of shipments, and will receive instant notification about any exceptions to their orders and delivery schedules. Business Wire: Para 8, Business Wire teaches wireless and mobile computing applications provide real-time communication capabilities between dispatcher and driver while giving the driver the ability to perform a variety of tasks on a handheld computer at the customer site. Inherently, a wireless computer is used.)

- [Claim 7] the user computer is a browser-based client (CCN Matthews: Para 4, CCN Matthews teaches Energy DeliveryNet.com™ is the first community-shared software application, allowing all shippers, customers, suppliers, manufacturers, carriers, freight-forwarders and other trading partners to have real-time visibility of where products are in the supply chain via traditional web browsers.)

Claims 1-4, 8-23, and 25-27 substantially recite the same limitations as that of claims 5-7, 28-31 and 33-36 with the distinction of the recited method and system claims being a system and computer. Hence the same rejection for claims 5-7, 28-31 and 33-36 as applied above applies to claims 1-4, 8-23, and 25-27.

7. Claims 24 and 32 are rejected under 35 U.S.C. 103(a) as being unpatentable over Business Wire (Business Wire, ShopLink Selects Descartes' e-Business Home Delivery Solution to Optimize Service and Delivery for the Online Grocery and Household Service, Descartes Press Release, Business Wire, 6 August 1999 [GOOGLE]) and CCN Matthews (CCN Matthews, The Descartes Systems Group Unveils Revolutionary Web-Based Delivery Management System to Monitor the Flow of Products Throughout the Entire High-Tech Supply Chain, Canadian Corporate News, 13 October 1998 [GOOGLE]) as applied to claim 28 above. Business Wire teaches Descartes Systems as a leading supplier of e-business solutions, offers a product portfolio that can be implemented to manage every phase of the order-to-delivery cycle (Para 9). CCN Matthews teaches online tools streamline the exchange of order and delivery information, ensuring that the right products are delivered to the right people at the right time (Para 12). As to



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claims 24 and 32, Business Wire and CCN Matthews do not expressly disclose the step of recalculating a delivery cost based on the delivery change request. However, Examiner takes Official Notice that recalculating a delivery cost based on the delivery change request is old and well known in the transportation and business art. It would have been obvious to one of ordinary skill in the art at the time of the applicant's invention to incorporate a delivery change cost recalculation means with the teachings of Business Wire and CCN Matthews because CCN Matthews teaches that it is old and well known in the logistics and distribution art that companies are forced to respond to changes in demand, often day-to-day or even minute-to-minute, along with the complexities of short product shelf life, price and promotion volatility, high order volumes, and real-time vehicle routing (Para 16). For example, businesses recalculate cost of services based on change orders. A complex design change communicated to a fabrication operations is an example where the fabrication operation will respond to the design change by financially identifying their cost associated with producing the defective design because the customer will be held liable for the material and in-process inventory. Another closer-to-home example includes an automobile repair shop where a customer initiates a change order. The auto repair shop will adjust the cost to the original order and communicated to the customer for their concurrence before proceeding on with the work. Companies are constantly looking for means to satisfy the customer and maintain a profit. Being responsive to customer's desires without causing undue financial burden on the company is a driving force in customer satisfaction and retention. The flexibility in services offered makes the company more attractive to customers since they are molding their services to match the total customer requirement. Customers will pay for

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individualized attention and flexibility, therefore, allowing companies to maintain profitability while ensuring customer satisfaction.

### *Conclusion*

8. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- Fleet Equipment (Fleet Equipment, MobileCast Bundled Wireless Solution for Distribution, Fleet Equipment, Vol. 24, Issue 5, May 1998, p. 79 [EBSCO]) discloses MobileCast lets distributors accept new orders on-the-fly, anticipate or react to potential service delays, dynamically re-route driver's stops, and much more, so distributors can grow their business and continually improve service levels.
- UPS (UPS, UPS Introduces On-the-Spot Tracking, UPS Press Release, 14 June 1999 [GOOGLE]), discloses UPS deploying the first device in the industry to both collect and send delivery information at virtually the same time. Now when a package is delivered, the tracking data will be widely available before the driver has even left the scene. The device, which houses an internal radio, also allows drivers to receive immediate notice of customer requests for on-demand services such as urgent pickups.
- Descartes (Descartes, PeopleSoft to Extend Existing Order Management Solution with Descartes' e-Business Solutions, Descartes Press Release. 31 August 1999, [GOOGLE]) discloses solutions for delivery sensitive supply chains that enable

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- organizations to manage and optimize their order-to-delivery cycle and gain complete, real-time visibility and control over their supply chain.
- Bishop et al. (Bishop et al., ClickSchedule: Fulfilling E-Commerce Through Online Scheduling, Aberdeen Group, Inc., 21 September 1999, [GOOGLE]) disclose ClickSchedule that allows the end-user to “drive” and it will still optimize schedule planning to accommodate company-specific business rules.
  - UPS (UPS, UPS OnLine® World Link Delivers FREE Internet Access to Web Shipping and Digital Document Delivery Solutions, UPS Press Release, 4 October 1999 [GOOGLE]), discloses UPS.com customers can track packages worldwide, calculate shipping cost, access address book and shipping history, and request a package pick up. UPS OnLine® World Link offers “fenced” Internet access, so employees can use the browser and free telecommunications service to reach UPS Web sites only.

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Any inquiry concerning this communication or earlier communications from the examiner should be directed to Michael C. Heck whose telephone number is (703) 305-8215. The examiner can normally be reached Monday thru Friday between the hours of 8:00am - 4:30pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq R. Hafiz can be reached on (703) 305-9643.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 308-1113.

Any response to this action should be mailed to:

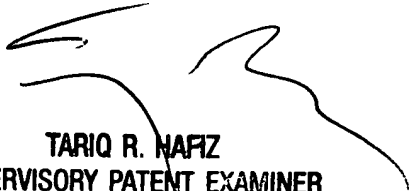
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Hand delivered responses should be brought to Crystal Park 5, 2451 Crystal Drive, Arlington, Virginia, and the 7th floor receptionist.

mch  
21 May 2004

  
**TARIQ R. HAFIZ  
SUPERVISORY PATENT EXAMINER  
TECHNOLOGY CENTER 3600**